

Adopted: September, 2001 Revised: _____**Class Title: Utility Operations Manager****BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Directs the operations of the water distribution and wastewater divisions. Assists staff with professional development and responds to public inquiries. Plans and coordinates budget implementation and monitors daily expenditures.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

| Physical Strength Code | | ESSENTIAL FUNCTIONS |
|---------------------------|---|--|
| 1 | L | Manages operations by setting work priorities, coordinating responses to emergency situations, reviewing, establishing and directing operational activities, ensuring that environmental and safety regulations are followed, developing and implementing departmental policy, conducting interviews, making recommendations for hiring, monitoring activities of employees, providing professional development and guidance, and responding to inquiries regarding billing, service requests, and complaints. |
| 2 | L | Coordinates budget implementation by preparing budgets, reviewing expenditures, assisting with the development of the capital improvements budget, and monitoring daily operations. |
| 3 | L | Provides customer service by managing field complaints and following up with customers and other departments. |
| 4 | L | Performs related duties by strategically planning for field operations, prioritizing the need for capital projects and participating and contributing to department leadership initiatives. |

Adopted: September, 2001 Revised: _____**CLASS REQUIREMENTS:**

| CLASS REQUIREMENTS | |
|--|--|
| Formal Education / Knowledge | Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent |
| Experience | Five years of experience. |
| Certifications and Other Requirements | Valid Driver's License |
| Reading | Work requires the ability to read reports, financial documents, plans, maps, legal documents, policies and procedures, professional journals, and promotional materials. |
| Math | Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division, and algebraic and geometric calculations. |
| Writing | Work requires the ability to write correspondence, presentations, policies and procedures, requests for proposals. |
| Managerial | Managerial responsibilities include allocating resources, planning and scheduling work, and assessing technological impacts on service delivery. |
| Budget Responsibility | Oversees budget preparation of two divisions' budgets and reviews and approves expenditures of significant budgeted funds; may research and prepare recommendations for Citywide budget expenditures. |
| Supervisory / Organizational Control | Work requires managing and monitoring work performance by directing subordinate supervisors or administrators, including making final decisions on hiring and disciplinary actions, evaluating program/work objectives and effectiveness, and realigning work and staffing assignments, as needed. |
| Complexity | Work is governed by broad instructions, objectives and policies. Work requires the exercise of considerable initiative and independent analytical and evaluative judgment. |
| Interpersonal / Human Relations Skills | Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. In addition, an incumbent works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required of an employee. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives. |

Adopted: September, 2001 Revised: _____**OVERALL PHYSICAL STRENGTH DEMANDS:**

| Sedentary | Light X | Medium | Heavy | Very Heavy |
|--|---|--|---|--|
| S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time | L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree. | M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly. | H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly. | VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly. |

PHYSICAL DEMANDS:

| | | | | |
|--|--|--|--|----------------------------|
| C = Continuously 2/3 or more of the time. | F = Frequently From 1/3 to 2/3 of the time. | O = Occasionally Up to 1/3 of the time. | R = Rarely Less than 1 hour per week. | N = Never Never occurs. |
|--|--|--|--|----------------------------|

This is a description of the way the job is currently performed; it does not address the potential for accommodation.

| PHYSICAL DEMANDS | FREQUENCY CODE | DESCRIPTION |
|------------------|----------------|--|
| Standing | F | Presentations, responding to groups |
| Sitting | F | Computer, desk work, meetings, driving |
| Walking | O | Consulting with staff, to/from meetings, inspecting equipment and excavations |
| Lifting | R | Reports, books, binders, reference materials, files |
| Carrying | R | Records, books, binders, reference materials, files |
| Pushing/Pulling | R | Chairs, drawers on filing cabinet, office furniture/fixtures |
| Reaching | F | Books, files, folders, binders |
| Handling | F | Paperwork, reports, small office and field equipment, books, files, folders, binders |
| Fine Dexterity | F | Computer keyboard, telephone keypad |
| Kneeling | N | |
| Crouching | O | Inspecting equipment and excavations |
| Crawling | N | |
| Bending | O | Inspecting equipment and excavations |
| Twisting | O | Inspecting equipment and excavations |
| Climbing | R | Ladders, stairs |
| Balancing | R | Ladders, stairs |
| Vision | C | Reading, computer, desk work, inspections, observing field operations and personnel |
| Hearing | C | Staff, supervisor, vendors, public, telephone, presentations, meetings |
| Talking | F | Staff, supervisor, vendors, public, telephone, presentations, meetings |
| Foot Controls | O | Driving |
| Other (specify) | N | |

Adopted: September, 2001 Revised: _____**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Telephone, calculator, hand held two-way radio, personal computer, City-supported word processing and spreadsheet software, budget software, work management tracking and information support software, Internet, City Intranet, HRIS, and departmental customer billing and financial management software

ENVIRONMENTAL FACTORS:

| | | | | |
|-----------|-------------------------------|--------------------------------|----------------|-----------|
| D = Daily | W = Several Times Per Week | M = Several Times Per Month | S = Seasonally | N = Never |
|-----------|-------------------------------|--------------------------------|----------------|-----------|

| HEALTH AND SAFETY | | ENVIRONMENTAL FACTORS | |
|--------------------------|---|---------------------------|---|
| Mechanical Hazards | N | Dirt and Dust | N |
| Chemical Hazards | N | Extreme Temperatures | S |
| Electrical Hazards | N | Noise and Vibration | N |
| Fire Hazards | N | Fumes and Odors | S |
| Explosives | N | Wetness/Humidity | N |
| Communicable Diseases | N | Darkness or Poor Lighting | N |
| Physical Danger or Abuse | N | | |
| Other (see 1 below) | N | | |

| PRIMARY WORK LOCATION | |
|-----------------------|----|
| Office Environment | X |
| Warehouse | -- |
| Shop | -- |
| Vehicle | -- |
| Outdoors | -- |
| Other (see 2 below) | -- |

(1)

(2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

| | | | | |
|--|--|--|--|----------------------------|
| C = Continuously 2/3 or more of the time. | F = Frequently From 1/3 to 2/3 of the time. | O = Occasionally Up to 1/3 of the time. | R = Rarely Less than 1 hour per week. | N = Never Never occurs. |
|--|--|--|--|----------------------------|

| NON-PHYSICAL DEMANDS | |
|---|---|
| Time Pressures | F |
| Emergency Situations | R |
| Frequent Change of Tasks | F |
| Irregular Work Schedule/Overtime | F |
| Performing Multiple Tasks Simultaneously | F |
| Working Closely with Others as Part of a Team | F |
| Tedious or Exacting Work | F |
| Noisy/Distracting Environment | O |
| Other (see 3 below) | N |

(3)